

Charles Cole
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Aug 30th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am responsible for communications at Chaparral House, a highly rated, award winning, nonprofit, skilled nursing facility in Berkeley, CA.

We get our internet connection and support services from LMI in Berkeley, an independent provider that has a long-time, stellar reputation for providing the services people need, with an incredible up-time record, at prices that are significantly lower than all the other options available to most end-users.

In our case LMI provides us with Internet connectability that is unsurpassed, especially at the price we pay. We have a microwave connection through an antenna on our building that is aimed at the same radio transmission tower used by first responders and all civic emergency services in our area. The likelihood of the connection going down, even during a major catastrophic event, is extremely low. Because as a medical facility we are a 24-7/365 operation this is crucial for us to be able to protect our frail and elder residents, as well as to be a resource center during such an event. We did extensive research before choosing LMI and found that other possible providers, and especially the large, well known providers, could not provide us the same type of service without us purchasing a direct fiber connection and the attendant service that would cost us thousands of dollars each month. And even then we would not have the reliability we now get with LMI.

We had a DSL line from AT&T for our two medical records fax machines that we replaced with a DSL line from LMI at a cost saving of roughly \$200 per month. Between this service and our Internet service LMI saves Chaparral House up to \$20,000 per year, much needed funds for a nonprofit healthcare facility.

Another huge benefit of using LMI services is that when we have a question or an issue we can call and speak with someone in minutes who is at least a journey person if not an expert. When calling other providers we would have to navigate a phone tree, wait on hold for a triage person, and then either get told we would get a call back from, or wait for up to 30 minutes to speak with, someone who could fix the problem. And all too often that person had to pass us off to another person to actually fix the problem.

LMI also supports the local community as well as Chaparral House through their employees volunteering to serve nonprofits like Chaparral House.

Anything that would limit their ability to continue to provide us, as well as future users, with their fairly-priced yet cutting-edge services would be a detriment to the local as well as larger community!! We cannot stress strongly enough the need for LMI and other similar independent competitors to continue to thrive, as well as to keep the "big guys" on their toes.

Please feel free to reach out to me if I can provide any additional information or can be of any further support to LMI and other similar independents providers.

THANK YOU!

Rev. Dr. Charles S. Cole, ThD
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